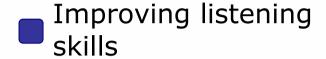


Knowledge to lead



Step by Step

- 1. Make sure you have the time for a talk before starting one.
- 2. Remove any distractions such as computer or mobile phone.
- 3. Listen to the speaker without interrupting. Allow the speaker to end his/her statement and defer your own judgment and counter-arguments.
- 4. Focus on what the speaker is saying as well as on the underlying messages sent through his/her tone and body language.
- 5. Stay concentrated and avoid glancing at your watch, as it shows a loss of interest.
- 6. Keep eye contact while listening as well as while replying or asking questions.
- 7. Show the speaker that you are listening by nodding your head, smiling, or making comments such as "yes", "I see", "uh huh".
- 8. Give feedback to make sure you really understood speaker's message.
 - Paraphrase and summarize what he/she said.
 - Ask questions.
- 9. Remember that active listening is a skill you acquire through practice. You might need time to improve it.



